

## **Consumer Protection Policy – (Complaints and Appeals)**

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We will deal with any student complaints or appeals in an effective and timely manner. The complaints / appeals process will be instigated by the staff member responsible for taking the complaint / appeal. All known details of the complaint / appeal shall be recorded on the Complaints / Appeal Form by the complainant or staff member taking the complaint. The form will be forwarded to the CEO who is the Consumer Protection Officer who will attempt to resolve the complaint or appeal in consultation with management and the complainant / appellant.

All complaints & appeals shall be reported at the next Management Meeting and recorded in the complaints or appeals register detailing the actions taken / required to arrive at a satisfactory resolution of each complaint and appeal.

The CEO and / or Office Manager are responsible for managing the resolution of any appeal or complaint and will be able to supply and assist with the relevant feedback, appeal or complaint form. These forms are also available on the Austrain Academy website:

<http://www.austrainacademy.com.au>

- Each appeal and complaint and its outcomes will be recorded in writing via the appropriate form.
- We will act upon any substantiated complaint or appeal and these may result in a Continuous Improvement activity within Austrain Academy.
- If an appeal for re-assessment is lodged, we will make all necessary arrangements to conduct the re-assessment of the student at a time that is mutually convenient for all parties concerned. An alternative assessor may be appointed to reassess the unit of competence.
- We will ensure complaints and appeals are finalised as soon as practicable and will inform complainants/appellants in writing the reasons when a complaint or appeal will take longer than 60 days to finalise, and will update the complainant/appellant of progress.
- The complainant or appellant will be provided with a formal written statement of the resolution of the complaint or appeal that will state the reasons for the decision.

If the issue is not resolved through this process, each appeal and complaint can be heard by an independent adjudicator, person or panel. The suitable independent person or panel will need to be agreed upon by both the student and Austrain Academy and could include another external Trainer Assessor. Alternatively, it could include independent commercial mediators such as **Leadr** and **InterMEDIATE**. Government managed organisations such as **Community Justice Centres** may also be utilised. A full list of accredited mediators may be found at <http://www.msb.org.au>

Costs for the independent person or panel, will be borne by Austrain Academy.

The CEO will negotiate the identification and engagement of the mutually agreed person or panel.

If, after following Austrain Academy's internal procedures, you still believe Austrain Academy is breaching or has breached its legal requirements, you can submit a complaint to ASQA by completing the **online complaint form**. Except in exceptional circumstances, you must attach evidence to your complaint form showing:

- that you have followed your RTO's (Austrain Academy's) formal complaints procedure, and
- the RTO's response

Further details are available at <http://www.asqa.gov.au/complaints/making-a-complaint.html> or by contacting ASQA on **1300 701 801** or email [enquiries@asqa.gov.au](mailto:enquiries@asqa.gov.au).

Students enrolled under Smart and Skilled NSW government funded training, must first make their complaint to Austrain Academy following the procedure outlined. If the issue is not resolved, STS will assist with complaints. See <https://smartandskilled.nsw.gov.au/for-students/consumer-protection-for-students> or phone 1300 772 104.

If STS is unable to resolve the dispute, an independent adjudicator may be appointed as outlined above.

**Location:** Participant Handbook; Austrain SMS; CEO Hard Drive, Website